

WPLEX: A New Prospective

The WPLEX service delivery strategy has been refocused to be able to demonstrate that the services they provide do impact the WorkFirst system performance measures for job retention, wage progression and skill enhancement. Through this new process our goal is that every WorkFirst customer have access to job retention and wage progression services through Job Success Coaches, local ESD staff or WPLEX staff. The changes enhance the system by providing post-employment services for WorkFirst customers targeting their needs and allowing that to define where and how they access services.

New Performance Measures:

The following three performance measures will be used to determine the success of WPLEX in assisting customers with wage progression and job retention.

- Increase the percentage for whom subsequent quarter's earnings, after the baseline quarter are greater.
- Decrease the percentage that exit TANF and then return to TANF within the following 12 months after the exit month.
- Increase enrollment at a community and technical college to develop job specific skills to enhance employability within six months of being referred by WPLEX

Management Information system and internal process changes:

Reprogram the WPLEX system to eliminate the 175% of poverty test and replace exit date with two years after exiting TANF.

Reverse the recording of clients in the queue giving priority to clients for job retention services as soon as they obtain employment of twenty or more hours a week.

Add the capacity for customer success plans to be stored in the JAS system so that WPLEX staff will have the ability to review.

Performance Measure data available to both WPLEX staff and local office staff by JAS ID # at the CSO level.

Coordination with Local Service Delivery:

WPLEX will contact customers within the first week of employment unless the customer is being served by a job success coach or job retention staff in the local office. WPLEX staff will continue contact a minimum of every 30 days for six months and then, as determined, by the success plan.

If a WPLEX customer becomes unemployed, WPLEX will provide same day job leads and refer the customer back to local ESD WorkFirst for more customized job search and coordinate with the local ESD office to provide continued service.

Recognizing the importance of communication and coordination with local partners we are continuing to work with the agency Business and Marketing staff to develop the Database Marketing Technology proposal.

WPLEX staff and local WorkFirst partnership staff will communicate by e-mail, telephone or FAX so that WorkFirst customers are being provided a continuum of services.

WPLEX staff will coordinate with local community college WorkFirst staff and ESD co-located staff in the referral process for customers seeking skill enhancement.

WPLEX staff will provide support services consistent with guidelines for post employment support services.

Implementation Plan:

System changes to allow us to begin capturing the new performance data for WPLEX will be in place in January.

The training for the WPLEX staff on the new service processes will be completed by the end of January.

The training and communication plan for local area partnerships will be completed and ready for delivery by the end of March. There is a need to train not only WPLEX staff, but also all partnership staff. This is an opportunity to provide a consistent message around post-employment services available to customers. This is also an opportunity to provide instruction to all partners around the services being provided by the system including WPLEX.

As the WorkFirst post-employment components are examined and updated over the next several months we will continue to adjust the system interface with the local area partnerships.

At the end of March we will evaluate the first quarter of data to see if we are capturing the correct information. This information will be used to determine if we have created reporting systems that allow WPLEX staff and local area staff to know and understand how WPLEX assists WorkFirst customers with job retention, wage progression and skill enhancement.

By the end of the program year we will evaluate the effectiveness of the local area interface by examining the inclusion of WPLEX within local area planning strategies for job retention, wage progression and skill enhancement.